

How Care Coordination Works

Your guide to getting the care you need — with support every step of the way.

- **Step 1: Tell Us What You Need**

Contact your team to let us know what type of care or service you're seeking. We're here to help guide you through the process. You can email us at coordination@planstin.com or call us at 435-275-4492. We are available Monday-Friday 7:30am-8:30pm MT.

**Notify Care Coordination at least 2 business days before office visits and 2 weeks before surgeries.*

- **Step 2: We Check Your Benefits***

We will review your health plan and other benefits to confirm your eligibility and determine what's covered.

- **Step 3: We Negotiate Fair Pricing**

We will work to negotiate fair market pricing with the healthcare facility or your provider to keep your costs as low as possible.

- **Step 4: We Explain Your Costs**

If you have any out-of-pocket costs, we'll explain them clearly so you always know your responsibility. If you are responsible for a copay for a service, we will collect that from you. You will be presenting as a self-pay patient in order to secure the best fair market rate for your medical need.

- **Step 5: We Provide You with a Virtual Card**

This card is used to cover the cost of your care directly with the provider. You will not present your insurance card at the time of service, but instead will give the virtual payment card information to the facility or provider.

- **Step 6: You Get the Care You Need**

You receive your treatment—with confidence that payment and coordination are taken care of.

- **Step 7: We Follow Up**

We will contact you to ensure everything went smoothly. We will confirm you received care, collect any needed receipts, and send details to our claims team.

**Care Coordination will guide you on when to contact your provider to make your appointment.*

Need help or have questions? Contact the Care Coordination team. We're here to support you every step of the way.

Planstin | M-F 7:30am-8:30pm MT | coordination@planstin.com | 435-275-4492 | [planstin.com](https://www.planstin.com)